

(5) AUTHORIZED AGENT

ANY INDIVIDUAL OR BUSINESS DESIGNATED BY THE COMPANY TO ACT AS ITS REPRESENTATIVE IN THE CONDUCT OF ITS BUSINESS, INCLUDING THE COLLECTION OF MONIES AND THE ISSUANCE OF RECEIPTS FOR THE PAYMENT OF BILLS.

(6) BASE RATE

A UNIFORM RATE FOR LOCAL EXCHANGE SERVICE WITHOUT REGARD TO MILEAGE FROM A SERVING CENTRAL OFFICE. BASE RATES ARE PROVIDED IN A PORTION OF AN EXCHANGE AREA SET FORTH IN THE LOCAL EXCHANGE COMPANY'S TARIFF.

(7) BASE RATE AREA

THAT PORTION OF AN EXCHANGE AREA SET FORTH IN THE LOCAL EXCHANGE COMPANY'S TARIFF MAPS, OR DESCRIPTIONS WHEREIN LOCAL EXCHANGE SERVICE IS PROVIDED AT UNIFORM RATES WITHOUT REGARD TO MILEAGE FROM THE SERVING CENTRAL OFFICE.

(8) BASIC LOCAL EXCHANGE SERVICES

THE END USER AND CARRIER ACCESS TO AND USAGE OF TELEPHONE COMPANY-PROVIDED FACILITIES THAT ENABLE CUSTOMERS, OVER A LOCAL EXCHANGE TELEPHONE COMPANY NETWORK OPERATED WITHIN A LOCAL SERVICE AREA, TO ORIGINATE AND RECEIVE:

- (A) VOICE GRADE COMMUNICATIONS;
- (B) DATA OR IMAGE COMMUNICATIONS (WHEN AVAILABLE); AND
- (C) TO ACCESS INTEREXCHANGE OR OTHER NETWORKS.

RESELLERS AND/OR REBILLERS OF BASIC LOCAL EXCHANGE SERVICE ARE LOCAL EXCHANGE CARRIERS SINCE THEY PROVIDE BASIC LOCAL EXCHANGE SERVICES CONSISTENT WITH THIS DEFINITION.

- (9) BUSINESS DAY, NORMAL WORKING DAY, OR WORKING DAY MEANS A BUSINESS DAY FOR INSTALLATION, REPAIR, CONSTRUCTION, AND OFFICE WORK.

- (10) BUSINESS HOURS

THOSE HOURS OF A BUSINESS DAY WHEN THE APPROPRIATE OFFICE OF THE TELECOMMUNICATIONS CARRIER IS REGULARLY OPEN.

- (11) BUSINESS OFFICE

THE LOCATION WHERE AN APPLICANT OR SUBSCRIBER CAN INTERACT WITH THE COMPANY, EITHER TELEPHONICALLY OR IN PERSON, ON ALL ACCOUNTS AND MATTERS RELATING TO HIS/HER TELEPHONE SERVICE.

- (12) BUSY LINE VERIFICATION

A LOCAL EXCHANGE COMPANY PROCEDURE THAT ASCERTAINS WHETHER A SPECIFIC SUBSCRIBER'S ACCESS LINE IS IN USE.

- (13) CALL

AN ATTEMPTED OR COMPLETED TELEPHONE MESSAGE. A CALL SHALL BE CONSIDERED COMPLETED IF IT ENCOUNTERS A RING-BACK TONE, LINE BUSY SIGNAL, OR INTERCEPT FACILITY (EXCEPT AN INTERCEPT FACILITY STATING THAT ALL CIRCUITS ARE BUSY).

(14) CALL CHARACTERISTICS

DETAILED INFORMATION ABOUT A COMPLETED CALL, SUCH AS THE TIME, DURATION, AND DISTANCE OF THE CALL.

(15) CENTRAL OFFICE

AN INDEPENDENT SWITCHING UNIT THAT PROVIDES LOCAL ACCESS LINES IN A TELECOMMUNICATIONS SYSTEM PROVIDING SERVICE TO THE GENERAL PUBLIC, AND HAVING THE NECESSARY EQUIPMENT AND OPERATING ARRANGEMENTS FOR TERMINATING AND INTERCONNECTING SUBSCRIBER LINES AND TRUNKS, OR TRUNKS ONLY. THERE MAY BE MORE THAN ONE CENTRAL OFFICE IN A BUILDING.

(16) CHANNEL

A PATH FOR TELECOMMUNICATIONS BETWEEN TWO OR MORE SUBSCRIBERS OR CENTRAL OFFICE, FURNISHED IN SUCH A MANNER AS THE LOCAL EXCHANGE COMPANY MAY ELECT, WHETHER BY WIRE, RADIO, FIBER OPTICS, OR ANY COMBINATION THEREOF, AND WHETHER OR NOT BY A SINGLE PHYSICAL FACILITY OR ROUTE.

(17) CLASS OF SERVICE

A DESCRIPTION OF LOCAL EXCHANGE SERVICE FURNISHED TO A SUBSCRIBER WHICH DENOTES THE NATURE OF USE FOR THE SERVICE, EITHER RESIDENTIAL OR NONRESIDENTIAL.

(18) DENIAL OF SERVICE

THE REFUSAL OF A TELECOMMUNICATIONS CARRIER TO PROVIDE SERVICE TO AN APPLICANT.

(19) DIRECT DISTANCE DIALING

THE ABILITY OF A SUBSCRIBER TO DIAL A SENT-PAID, STATION-TO-STATION TOLL CALL WITHOUT OPERATOR ASSISTANCE.

(20) DIRECTORY ADVERTISING

ADVERTISING, PRIMARILY OF A BUSINESS, PROFESSIONAL, INSTITUTIONAL, OR OTHERWISE OCCUPATIONAL NATURE, WHICH IS PUBLISHED IN THE "YELLOW PAGES" OR SIMILAR MARKETING DIRECTORIES.

(21) DIRECTORY ASSISTANCE (INFORMATION)

AN INFORMATION SERVICE ARRANGEMENT PROVIDED BY A LOCAL EXCHANGE COMPANY OR BY CONTRACT WITH ANOTHER ENTITY, WHEREBY AN OPERATOR MAY BE CONTACTED BY A TELEPHONE USER AND BE REQUESTED TO PROVIDE THE PUBLISHED OR NONLISTED TELEPHONE NUMBER OF A SUBSCRIBER.

(22) DISCONNECTION OF SERVICE

THE INTENTIONAL INTERRUPTION OF EITHER INCOMING-AND OUTGOING-LOCAL OR TOLL SERVICE.

(23) EMERGENCY SERVICE NUMBER (9-1-1)

A SERVICE OFFERING WHICH PROVIDES A TELEPHONE USER WITH DIRECT ACCESS TO CENTRALIZED PUBLIC SAFETY EMERGENCY ANSWERING LOCATIONS, STAFFED AND OPERATED BY PUBLIC SAFETY AGENCIES WHICH MAY DISPATCH POLICE, FIRE, AND OTHER EMERGENCY ASSISTANCE SERVICES.

(24) END OFFICE

A CLASS FIVE OFFICE IN THE NORTH AMERICAN HIERARCHICAL ROUTING PLAN; A SWITCHING CENTER WHERE SUBSCRIBER LOOPS ARE TERMINATED AND THROUGH WHICH LOCAL AND TOLL CALLS ARE SWITCHED.

(25) EXCHANGE

A GEOGRAPHICAL SERVICE AREA ESTABLISHED BY AN INCUMBENT LOCAL EXCHANGE CARRIER AND APPROVED BY THE COMMISSION, AND USUALLY EMBRACES A CITY, TOWN, OR VILLAGE AND A DESIGNATED SURROUNDING OR ADJACENT AREA. IT TYPICALLY ENCOMPASSES ONE OR MORE CENTRAL OFFICES, TOGETHER WITH THE ASSOCIATED PLANT USED IN FURNISHING TELECOMMUNICATIONS SERVICE TO THE GENERAL PUBLIC.

(26) EXTENDED AREA SERVICE (EAS)

TELECOMMUNICATIONS SERVICE FURNISHED AT MONTHLY FLAT OR MEASURED RATES, PERMITTING SUBSCRIBERS OF A GIVEN EXCHANGE TO EITHER PLACE CALLS TO, OR PLACE CALLS TO AND RECEIVE CALLS FROM, ONE OR MORE OTHER EXCHANGES WITHOUT BEING ASSESSED MESSAGE TOLL CHARGES FOR EACH CALL.

(27) FACILITIES-BASED LOCAL EXCHANGE CARRIER

ANY PERSON, FIRM, COPARTNERSHIP, VOLUNTARY ASSOCIATION, JOINT-STOCK ASSOCIATION, COMPANY, OR CORPORATION THAT OWNS, OPERATES, MANAGES, OR CONTROLS PLANT OR EQUIPMENT THROUGH WHICH IT PROVIDES BASIC LOCAL EXCHANGE SERVICE TO CONSUMERS ON A COMMON CARRIER BASIS.

(28) FLAT-RATE LOCAL EXCHANGE SERVICE

A TYPE OF LOCAL EXCHANGE SERVICE THAT ALLOWS UNLIMITED LOCAL CALLING AT A FIXED RECURRING MONTHLY CHARGE.

(29) FOREIGN EXCHANGE SERVICE (FX)

A CLASSIFICATION OF EXCHANGE SERVICE FURNISHED UNDER TARIFF PROVISIONS WHEREBY A SUBSCRIBER MAY BE PROVIDED TELECOMMUNICATIONS SERVICE FROM AN EXCHANGE OTHER THAN THE EXCHANGE IN WHICH THE SUBSCRIBER IS LOCATED.

(30) GRADE OF SERVICE

(A) THE NUMBER OF PARTIES SERVED ON A LOCAL ACCESS LINE (E.G., ONE-PARTY, TWO-PARTY, FOUR-PARTY, ETC.); AND

(B) THE STATISTICAL QUALIFICATION OF THE TRAFFIC-HANDLING CAPACITY OF THE TELECOMMUNICATIONS PLANT.

(31) GUARANTEE

A MUTUAL AGREEMENT BY WHICH ONE SUBSCRIBER ASSUMES THE RESPONSIBILITY FOR ASSURING THAT PAYMENT IS MADE FOR THE REGULATED TELECOMMUNICATIONS SERVICE(S) USED BY ANOTHER SUBSCRIBER.

(32) GUARANTOR

A SUBSCRIBER WHO HAS MADE A GUARANTEE ARRANGEMENT WITH THE LOCAL EXCHANGE COMPANY FOR THE PROVISION OF REGULATED TELECOMMUNICATIONS SERVICE(S) TO ANOTHER SUBSCRIBER.

(33) INCUMBENT LOCAL EXCHANGE CARRIER (ILEC)

WITH RESPECT TO AN AREA, THE LOCAL EXCHANGE CARRIER THAT:

- (A) ON THE DATE OF ENACTMENT OF THE TELECOMMUNICATIONS ACT OF 1996 (1996 ACT), PROVIDED BASIC LOCAL EXCHANGE SERVICE IN SUCH AREA; AND
- (B) ON SUCH DATE OF ENACTMENT OF THE 1996 ACT,
 - (i) WAS DEEMED TO BE A MEMBER OF THE EXCHANGE CARRIER ASSOCIATION PURSUANT TO 47 C.F.R. 69.601(B); OR (ii) IS A PERSON OR ENTITY THAT, ON OR AFTER SUCH DATE OF ENACTMENT OF THE 1996 ACT, BECAME A SUCCESSOR OR ASSIGNEE OF A MEMBER DESCRIBED IN (i) OF THIS PARAGRAPH.

INCUMBENT LOCAL EXCHANGE CARRIERS WILL BE REFERRED TO AS ILECS THROUGHOUT THESE RULES.

(34) INTERCEPT SERVICE

A SERVICE ARRANGEMENT PROVIDED BY THE LOCAL EXCHANGE COMPANY WHEREBY CALLS PLACED TO A DISCONNECTED OR DISCONTINUED TELEPHONE NUMBER ARE INTERCEPTED AND THE CALLING PARTY INFORMED THAT THE CALLED TELEPHONE NUMBER IS NOT IN SERVICE OR HAS BEEN CHANGED TO ANOTHER NUMBER.

(35) INTEREXCHANGE CARRIER (IXC)

ANY CARRIER AUTHORIZED BY THE PUBLIC UTILITIES COMMISSION TO PROVIDE INTRASTATE LONG DISTANCE COMMUNICATIONS SERVICES WITHIN THE STATE OF OHIO.

(36) INTERLATA SERVICE

TELECOMMUNICATIONS BETWEEN A POINT LOCATED IN A LOCAL ACCESS AND TRANSPORT AREA AND A POINT LOCATED OUTSIDE SUCH AREA.

(37) INTER OFFICE

BETWEEN TWO CENTRAL OFFICES OR SWITCHING CENTERS.

(38) INTRALATA TOLL SERVICE

TOLL SERVICE THAT ORIGINATES AND TERMINATES WITHIN THE SAME LOCAL ACCESS AND TRANSPORT AREA.

(39) INTRAOFFICE

WITHIN THE SAME CENTRAL OFFICE OR SWITCHING CENTER.

(40) INTRASTATE

WITHIN THE BOUNDARIES OF A STATE.

(41) LINE

A GENERAL TERM USED IN COMMUNICATION PRACTICE IN SEVERAL DIFFERENT SENSES, THE MOST COMMON OF WHICH ARE THE FOLLOWING:

(A) THE DEVICE(S) EXTENDING BETWEEN SUBSCRIBER SERVICE LOCATIONS AND CENTRAL OFFICES, OR BETWEEN CENTRAL OFFICES WHETHER THEY ARE IN THE SAME OR DIFFERENT COMMUNITIES;

(B) THE CONDUCTORS AND CIRCUIT APPARATUS ASSOCIATED WITH A PARTICULAR COMMUNICATION CHANNEL.

(42) LOCAL ACCESS AND TRANSPORT AREA (LATA)

A SPECIFIC GEOGRAPHIC AREA, GENERALLY CENTERED UPON A CITY, METROPOLITAN AREA, OR OTHER IDENTIFIABLE REGIONAL COMMUNITY OF INTEREST, THE BOUNDARIES BEYOND WHICH AMERITECH MAY NOT CARRY CERTAIN TELEPHONE CALLS.

(43) LOCAL CALLING AREA

THE GEOGRAPHIC AREA IN WHICH AN END USER MAY ORIGINATE AND TERMINATE A CALL WITHOUT INCURRING A TOLL CHARGE.

(44) LOCAL EXCHANGE COMPANY (LEC)

ANY ILEC OR FACILITIES-BASED AND NONFACILITIES-BASED, NECS WHICH PROVIDE BASIC LOCAL EXCHANGE SERVICES TO CONSUMERS ON A COMMON CARRIER BASIS. SUCH TERM DOES NOT INCLUDE AN ENTITY INsofar AS SUCH ENTITY IS ENGAGED IN THE PROVISION OF A COMMERCIAL MOBILE SERVICE UNDER 47 U.S.C. 332(C), EXCEPT TO THE EXTENT THAT THE FEDERAL COMMUNICATION COMMISSION FINDS THAT SUCH SERVICE SHOULD BE INCLUDED IN THE DEFINITION OF SUCH TERM.

(45) LOCAL LOOP

THE LINE THAT CONNECTS THE LOCAL EXCHANGE END OFFICE TO THE DEMARCATION POINT AT THE SUBSCRIBER'S PREMISES (CAN BE REFERRED TO AS LOCAL ACCESS LINE).

(46) MEASURED-RATE SERVICE, LOCAL MEASURED SERVICE, OR USAGE-SENSITIVE SERVICE

LOCAL TELECOMMUNICATIONS SERVICE FOR WHICH SUBSCRIBER MESSAGE CHARGES ARE USAGE-SENSITIVE, BASED ON THE NUMBER, DURATION,

DISTANCE, AND TIME OF DAY/DAY OF WEEK OF THE COMPLETED CALLS, OR COMBINATIONS THEREOF.

(47) MESSAGE OR MESSAGE UNIT

A COMPLETED OUTGOING TELEPHONE CALL.

(48) MESSAGE-RATE SERVICE

A TYPE OF LOCAL TELECOMMUNICATIONS SERVICE FOR WHICH SUBSCRIBER CHARGES ARE BASED ON ORIGINATED MESSAGE UNITS; I.E., CHARGES ARE DEPENDENT UPON THE NUMBER OF OUTGOING MESSAGES PLACED BY THE SUBSCRIBER TO OTHERS IN THE SAME LOCAL CALLING AREA WITHOUT REGARD TO THE TIME OF DAY/DAY OF WEEK, DISTANCE, OR DURATION OF THE CALLS.

(49) MILEAGE CHARGE

A CHARGE USED IN TARIFF CALCULATIONS, GENERALLY EXPRESSED IN ONE-QUARTER MILE (AIRLINE MEASUREMENT) INCREMENTS FOR SERVICE PROVIDED BEYOND BASE RATE AND SUBURBAN RATE AREAS.

(50) NETWORK

THE ARCHITECTURE, HARDWARE, SOFTWARE, AND COMMUNICATION LINES OF THE LOCAL EXCHANGE COMPANY.

(51) NEW ENTRANT CARRIER (NEC)

A LOCAL EXCHANGE CARRIER THAT ON THE DATE OF ENACTMENT OF THE 1996 ACT, DID NOT PROVIDE BASIC LOCAL EXCHANGE SERVICE AND WAS NOT DEEMED TO BE A MEMBER OF THE EXCHANGE CARRIER ASSOCIATION PURSUANT TO 47 C.F.R. 69.601(B); OR IS NOT A PERSON OR ENTITY THAT, ON OR AFTER SUCH DATE OF ENACTMENT, BECAME A

SUCCESSOR OR ASSIGN OF SUCH A LOCAL EXCHANGE CARRIER.

(52) NONFACILITIES-BASED LOCAL EXCHANGE CARRIER

ANY PERSON, FIRM, COPARTNERSHIP, VOLUNTARY ASSOCIATION, JOINT-STOCK ASSOCIATION, COMPANY, OR CORPORATION THAT DOES NOT OWN, OPERATE, MANAGE, OR CONTROL PLANT OR EQUIPMENT BUT THAT IS IN THE BUSINESS OF RESELLING BASIC LOCAL EXCHANGE SERVICE TO CONSUMERS ON A COMMON CARRIER BASIS.

(53) NONLISTED NUMBER

A TELEPHONE NUMBER THAT IS, AT THE CUSTOMER'S REQUEST, NOT INCLUDED IN WHITE PAGE DIRECTORY LISTINGS, BUT PROVIDED FOR DIRECTORY-ASSISTANCE PURPOSES.

(54) NONREGULATED SERVICE

AN INTRASTATE SERVICE OFFERING NOT REGULATED BY THE COMMISSION.

(55) NONRESIDENTIAL SERVICE

TELECOMMUNICATIONS SERVICE PROVIDED TO A SUBSCRIBER, THE USE OF WHICH IS PRIMARILY OF A BUSINESS, PROFESSIONAL, INSTITUTIONAL, OR OTHERWISE OCCUPATIONAL NATURE.

(56) NXX

THE THREE DIGITS REPRESENTING A CENTRAL OFFICE CODE IN A TELEPHONE NUMBER. "N" MAY REPRESENT ANY DIGIT FROM TWO TO NINE; "X" MAY REPRESENT ANY DIGIT FROM ZERO TO NINE.

(57) OPERATOR RELEASE

OPERATOR DISCONNECTION FROM A CALL AFTER ASSISTANCE HAS BEEN RENDERED.

(58) OUTAGE

ANY SPECIFIC OCCURRENCE OR DEVELOPMENT WHICH DISRUPTS OR IMPAIRS THE LOCAL, TOLL, OR 9-1-1 SERVICE OF A SUBSTANTIAL NUMBER OF THE LOCAL SERVING AREA'S SUBSCRIBERS (THE SMALLER OF TWENTY-FIVE PER CENT OR TWO THOUSAND OF THE LOCAL SERVING AREA'S ACCESS LINES) FOR A TIME PERIOD IN EXCESS OF ONE HOUR.

(59) OUT OF SERVICE

A CONDITION WHERE THERE IS AN INTERRUPTION OF INCOMING OR OUTGOING SERVICE.

(60) OUTGOING-ONLY SERVICE

SERVICE THAT ALLOWS CALLS TO BE PLACED BUT NOT RECEIVED.

(61) PAY PHONE SERVICE

ANY TELEPHONE MADE AVAILABLE TO THE PUBLIC ON A FEE-PER-CALL BASIS FOR THE PURPOSE OF MAKING TELEPHONE CALLS, INCLUDING CUSTOMER-OWNED PAY PHONES.

(62) PUBLIC INTEREST PAY PHONE

A PAY PHONE WHICH:

- (A) FULFILLS A PUBLIC POLICY OBJECTIVE IN HEALTH, SAFETY, OR PUBLIC WELFARE;

(B) IS NOT PROVIDED FOR A LOCATION PROVIDER WITH AN EXISTING CONTRACT FOR THE PROVISION OF A PAY PHONE; AND

(C) WOULD NOT OTHERWISE EXIST AS A RESULT OF THE OPERATION OF THE COMPETITIVE MARKETPLACE.

(63) PLANT

THE GENERAL TERM FOR ALL EQUIPMENT USED BY A LOCAL EXCHANGE COMPANY IN PROVIDING TELECOMMUNICATIONS SERVICES, USUALLY CLASSIFIED AS OUTSIDE OR INSIDE PLANT.

(64) PREMISES

THE RESIDENCE(S), BUILDING(S), OR OFFICE(S) OF A SUBSCRIBER.

(65) PRIVATE BRANCH EXCHANGE (PBX)

TELECOMMUNICATIONS SWITCHING DEVICE, EITHER AUTOMATICALLY OR MANUALLY OPERATED, SERVING TERMINAL EQUIPMENT AND PROVIDING PUBLIC NETWORK ACCESS.

(66) PUBLIC SAFETY ANSWERING POINT (PSAP)

A FACILITY TO WHICH 9-1-1 SYSTEM CALLS FOR A SPECIFIC TERRITORY ARE INITIALLY ROUTED FOR RESPONSE AND WHERE SUBDIVISION PERSONNEL RESPOND TO SPECIFIC REQUESTS FOR EMERGENCY SERVICE BY DIRECTLY DISPATCHING THE APPROPRIATE EMERGENCY SERVICE PROVIDER, RELAYING A MESSAGE TO THE APPROPRIATE PROVIDER, OR TRANSFERRING THE CALL TO THE APPROPRIATE PROVIDER.

(67) PUBLIC TELEPHONE SERVICE

INDIVIDUAL LINE SERVICE EQUIPPED WITH A COIN-COLLECTING OR CREDIT CARD-ACCEPTING TELEPHONE INSTRUMENT AVAILABLE FOR USE BY THE GENERAL PUBLIC.

(68) REGRADE

A CHANGE TO A DIFFERENT GRADE OF SERVICE.

(69) REGULATED SERVICE

A SERVICE PROVIDED ON A TARIFFED OR DETARIFFED (REGULATED SERVICE NOT INCORPORATED WITHIN A COMPANY'S TARIFF) BASIS.

(70) RESIDENTIAL SERVICE

TELECOMMUNICATIONS SERVICE PROVIDED TO ANY RESIDENTIAL LOCATION WHERE THE USE IS PRIMARILY OR SUBSTANTIALLY OF A SOCIAL OR DOMESTIC NATURE.

(71) SERVING AREA

THE GEOGRAPHIC AREA IN WHICH A PROVIDER OF LOCAL SERVICES PROVIDES ORIGINATING SERVICE TO ANY OTHER CUSTOMER UPON REQUEST.

(72) SUBSCRIBER OR CUSTOMER

ANY PERSON, FIRM, PARTNERSHIP, CORPORATION, MUNICIPALITY, COOPERATIVE ORGANIZATION, GOVERNMENTAL AGENCY, ETC., WHICH CONTRACTS FOR TELECOMMUNICATIONS SERVICE, EITHER ORALLY OR IN WRITING, AND IS RESPONSIBLE FOR THE PAYMENT OF CHARGES AND COMPLIANCE WITH THE RULES AND REGULATIONS OF THE LOCAL EXCHANGE COMPANY OR INTEREXCHANGE COMPANY.

(73) SUBSCRIBER LINE

SEE "ACCESS LINE" IN PARAGRAPH (A)(1) OF THIS RULE.

(74) TARIFF

AN ENTIRE BODY OF RATES, TOLLS, RENTALS, CHARGES, CLASSIFICATIONS, AND RULES APPLICABLE TO SERVICES AND EQUIPMENT PROVIDED BY A COMPANY, WHICH HAVE BEEN APPROVED BY AND ARE ON FILE WITH THE COMMISSION.

(75) TELECOMMUNICATIONS CARRIER

THIS TERM SHALL HAVE THE SAME MEANING AS A TELEPHONE COMPANY AS DEFINED IN SECTION 4905.03(A)(2) OF THE REVISED CODE. THIS TERM INCLUDES LECS, IXCS, RESELLERS AND REBILLERS OF LOCAL EXCHANGE SERVICES.

(76) TELECOMMUNICATIONS SERVICE

ALL FORMS OF COMMUNICATIONS SERVICE PROVIDED BY TELECOMMUNICATIONS CARRIERS.

(77) TOLL SERVICE

THE PART OF THE TOTAL TELECOMMUNICATIONS SERVICE RENDERED BY A TELECOMMUNICATIONS CARRIER BETWEEN SUBSCRIBERS IN DIFFERENT LOCAL CALLING AREAS.

(78) TOLL TRUNK

A CHANNEL CARRYING TOLL TRAFFIC BETWEEN LOCAL CENTRAL OFFICES AND TOLL OFFICES, OR BETWEEN TOLL OFFICES.

(79) TRAFFIC

TELECOMMUNICATIONS VOLUME, BASED ON THE NUMBER OF CALLS AND DURATION OF MESSAGES.

(80) TROUBLE REPORT

AN ORAL OR WRITTEN REPORT FROM A USER OF TELECOMMUNICATIONS SERVICE TO THE APPROPRIATE LOCAL EXCHANGE COMPANY REPRESENTATIVE CONCERNING THE MALFUNCTION, DEFECTIVENESS, OR IMPROPER OPERATION OF EQUIPMENT OR PLANT WITHIN THE CONTROL OF THAT LOCAL EXCHANGE COMPANY.

(81) TRUNK

A COMMUNICATIONS CHANNEL BETWEEN CENTRAL OFFICES, SWITCHING UNITS, OR PRIVATE BRANCH EXCHANGES.

(82) WHITE PAGES

THE TELEPHONE DIRECTORY SECTION(S) OR VOLUME PROVIDED BY A LOCAL EXCHANGE COMPANY CONTAINING THE ALPHABETICAL LISTING OF RESIDENTIAL AND NONRESIDENTIAL SUBSCRIBERS, EXCEPT FOR THOSE REQUESTING NONPUBLISHED OR NONLISTED SERVICE OR THEIR EQUIVALENTS.

(83) ZONE CHARGE

A CHARGE USED IN TARIFF CALCULATIONS TO DETERMINE RATES FOR SUBSCRIBERS RESIDING IN EXCHANGE SERVICE AREAS LOCATED OUTSIDE OF

THE BASE RATE AREA, WHICH HAVE BEEN DIVIDED INTO ZONES OR BANDS.

(84) ZONE RATE AREA

THAT PORTION OF EXCHANGE SERVICE AREAS LOCATED BEYOND THE BASE RATE AREA, DIVIDED INTO ZONES OR BANDS WITHIN WHICH RATES ARE COMMON TO ALL SUBSCRIBERS FOR THE SAME CLASS AND GRADE OF SERVICE.

Case No.: 96-1175-TP-ORD

Replaces: 4901:1-5-02

Effective: July 7, 1997

Certification

Daisy L. Crockron, Acting Secretary

Date

Promulgated under R.C. Sec. 111.15

Authorized by R.C. Sec. 4905.231

Rule amplifies R.C. Sec. 4905.231

Prior effective date(s) 12/31/88, 10/17/77

4901:1-5-03 RECORDS AND REPORTS.

- (A) UNLESS OTHERWISE PRESCRIBED BY THE COMMISSION OR ITS AUTHORIZED REPRESENTATIVE(S), ALL RECORDS REQUIRED BY THIS CHAPTER SHALL BE SUBMITTED TO THE COMMISSION UPON REQUEST.
- (B) UNLESS OTHERWISE SPECIFIED BY THE COMMISSION, ALL RECORDS REQUIRED BY THIS CHAPTER SHALL BE PRESERVED FOR THE RESPECTIVE PERIODS OF TIME SPECIFIED IN THE THEN CURRENT EDITION OF THE FEDERAL COMMUNICATIONS COMMISSION'S RECORD RETENTION SCHEDULE.
- (C) EACH LEC SHALL MAINTAIN AND FURNISH TO THE COMMISSION, AT SUCH TIMES AND IN SUCH FORM AS THE COMMISSION MAY REQUIRE, RECORDS OF THE COMPANY'S OPERATIONS. THESE RECORDS SHALL COMPLY WITH THE FOLLOWING CRITERIA:
 - (1) CONTAIN SUFFICIENT DETAIL TO PERMIT REVIEW OF THE COMPANY'S SERVICE PERFORMANCE; AND
 - (2) INCLUDE THE RESULTS OF PERTINENT SERVICE-RELATED TESTS AND AN ANALYSIS OF SUCH RESULTS.
- (D) EACH LEC SHALL, WITHIN TWO HOURS OF DISCOVERY, REPORT TO THE LOCAL AREA NEWS MEDIA SERVING THE AFFECTED LOCAL SERVING AREAS AND TO THE COMMISSION'S EMERGENCY OUTAGE COORDINATOR, PERTINENT INFORMATION CONCERNING ANY SPECIFIC OCCURRENCE OR DEVELOPMENT WHICH DISRUPTS OR IMPAIRS THE LOCAL, TOLL OR 9-1-1 SERVICE OF A SUBSTANTIAL NUMBER OF THE LOCAL SERVING AREA'S SUBSCRIBERS (THE SMALLER OF TWENTY-FIVE PER CENT OR TWO THOUSAND OF THE LOCAL SERVING AREA'S ACCESS LINES) FOR A TIME PERIOD IN EXCESS OF ONE HOUR.
- (E) EACH LEC OR IXC SHALL, WITHIN TWO HOURS OF DISCOVERY, REPORT TO THE COMMISSION'S EMERGENCY

OUTAGE COORDINATOR ANY SERVICE DISRUPTION THAT IS REPORTED TO ANY FEDERAL OR STATE AGENCY OR NEWS MEDIA.

- (F) EACH LEC SHALL, IMMEDIATELY UPON DISCOVERY, REPORT TO EACH COUNTY 9-1-1 PSAP SERVING THE AFFECTED LOCAL SERVING AREAS AND TO THE COMMISSION'S EMERGENCY OUTAGE COORDINATOR, PERTINENT INFORMATION CONCERNING ANY SPECIFIC OCCURRENCE OR DEVELOPMENT WHICH DISRUPTS OR IMPAIRS THE 9-1-1 SERVICE WITHIN A GIVEN COUNTY 9-1-1 SYSTEM. IN ADDITION, EACH LEC SHALL PROVIDE THE PSAP AND THE EMERGENCY OUTAGE COORDINATOR WITH A TIME ESTIMATION ON WHEN THE REPAIR TO THE 9-1-1 SYSTEM WILL BE COMPLETED AND THE 9-1-1 SERVICE WILL BE RESTORED.

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4901:1-5-04 FILING AND MINIMUM CONTENT REQUIREMENTS
FOR LOCAL EXCHANGE CARRIER TARIFFS.

- (A) EACH LEC SHALL MAINTAIN ON FILE WITH THE COMMISSION ITS TARIFF(S), IN ACCORDANCE WITH THE RULES AND REGULATIONS GOVERNING THE FILING OF A TARIFF AS PRESCRIBED BY THE COMMISSION, INCLUDING THE LOCAL SERVICE GUIDELINES, ISSUED IN CASE NUMBER 95-845-TP-COI, AS MAY BE UPDATED PERIODICALLY.
- (B) AS PART OF ITS TARIFF(S), EACH LEC SHALL MAINTAIN ON FILE WITH THE COMMISSION THE FOLLOWING:
 - (1) THE CLASSES, TYPES, AND GRADES OF SERVICE AVAILABLE TO SUBSCRIBERS;
 - (2) UP TO DATE MAPS MAINTAINED IN THE COMPANY'S TRF DOCKET WHICH CLEARLY DELINEATE ITS SERVING AREAS. LOCAL CALLING AREAS SHALL BE CLEARLY DEFINED ON A MAP OR IN THE TEXT OF THE COMPANY'S TARIFF. IF NECESSARY, STAFF WILL WORK WITH THE LECS, ON AN INDIVIDUAL BASIS, TO ENSURE THE DESCRIPTION OF LOCAL CALLING AND SERVING AREAS ARE APPROPRIATE TO MEET THE COMMISSION'S NEEDS.
 - (3) THE CONDITIONS AND CIRCUMSTANCES UNDER WHICH EXTENSION OF ITS ACCESS LINES AND SERVICES WILL BE MADE TO PROVIDE SERVICE TO APPLICANTS OR SUBSCRIBERS WITHIN EACH SERVING AREA, INCLUDING THE SCHEDULE OF ALL CHARGES, CREDITS, AND ALLOWANCES FOR SUCH LINE EXTENSIONS INCLUDING THE FOLLOWING:
 - (A) CONNECTION OF SERVICE AND FACILITIES;
 - (B) CONSTRUCTION;
 - (C) MILEAGE;
 - (D) MOVES;

- (E) CHANGES; AND
 - (F) OTHER RELATED CONDITIONS.
- (4) THE RULES AND REGULATIONS UNDER WHICH SERVICE IS FURNISHED, INCLUDING ALLOWANCES MADE TO SUBSCRIBERS AS SET FORTH IN RULE 4901:1-5-18 OF THE ADMINISTRATIVE CODE, AND THE CONDITIONS UNDER WHICH THE COMPANY MAY TAKE ANY OF THE FOLLOWING ACTIONS:
- (A) DISCONNECT A SUBSCRIBER'S SERVICE;
 - (B) REFUSE TO PROVIDE SERVICE; OR
 - (C) REQUIRE AN ADVANCE PAYMENT OR DEPOSIT BEFORE PROVIDING SERVICE; AND
- (5) A COMPREHENSIVE INDEX TO EACH TARIFF WHICH THE LEC HAS ON FILE WITH THE COMMISSION.

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4901:1-5-05 SUBSCRIBER COMPLAINTS AND COMPLAINT-HANDLING PROCEDURES.

- (A) FOR PURPOSES OF THIS RULE, A COMPLAINT IS AN INFORMAL INVESTIGATION CONDUCTED BY THE PUBLIC INTEREST CENTER STAFF OR THE COMPANY AT THE REQUEST OF A CONSUMER OR AS A METHOD FOR STAFF TO DETERMINE THE COMPANY'S COMPLIANCE WITH THIS CHAPTER AND OTHER COMMISSION POLICIES. EACH LEC AND IXC SHALL FULLY AND PROMPTLY INVESTIGATE ALL COMPLAINTS. THE COMPANY SHALL ALSO INFORM THE CONSUMER OF THE AVAILABILITY OF THE COMMISSION'S INFORMAL COMPLAINT-HANDLING PROCEDURES, AND SUPPLY HIM/HER WITH THE THEN-CURRENT ADDRESS AND LOCAL/TOLL-FREE TELEPHONE NUMBERS OF THE COMMISSION'S CONSUMER SERVICES DEPARTMENT. THE COMPANY SHALL ALSO PROVIDE A REPORT OF EACH COMPLAINT'S RESOLUTION WITHIN TEN BUSINESS DAYS OF THE DATE OF RECEIPT OF THE COMPLAINT TO:
- (1) THE SUBSCRIBER, WHEN INVESTIGATING A COMPLAINT MADE DIRECTLY TO THE COMPANY; OR
 - (2) TO THE SUBSCRIBER AND THE COMMISSION, WHEN INVESTIGATING A COMPLAINT REFERRED TO THE COMPANY BY THE COMMISSION.
- (B) THE COMMISSION STAFF MAY REQUEST THE COMPANY TO PROVIDE AN INTERIM REPORT IF CALLED FOR DUE TO THE NATURE OF THE COMPLAINT.
- (C) IF AN INVESTIGATION IS NOT COMPLETED WITHIN TEN BUSINESS DAYS, THE LEC OR IXC SHALL PROVIDE INTERIM REPORTS TO THE SUBSCRIBER, OR TO BOTH THE SUBSCRIBER AND THE COMMISSION, EITHER ORALLY OR IN WRITING, AT FIVE BUSINESS DAY INTERVALS UNTIL THE INVESTIGATION IS COMPLETE UNLESS THE SUBSCRIBER EXPRESSLY WAIVES THE RIGHT TO RECEIVE SUCH UPDATES.

- (D) THE LEC OR IXC MUST INFORM THE SUBSCRIBER, OR BOTH THE SUBSCRIBER AND THE COMMISSION, OF THE RESULTS OF THE INVESTIGATION, EITHER ORALLY OR IN WRITING. THE SUBSCRIBER, THE COMMISSION, OR BOTH MAY REQUEST THE FINAL REPORT TO BE IN WRITING. IF THE COMPANY PROVIDES THE RESULTS OF THE INVESTIGATION ORALLY TO THE SUBSCRIBER, IT MUST INFORM THE CUSTOMER OF THE RIGHT TO HAVE THIS FINAL REPORT IN WRITING.
- (E) UPON REQUEST, EACH LEC OR IXC SHALL PROVIDE COMMISSION STAFF WITH COPIES OF ITS PROCEDURES FOR PROCESSING CUSTOMER COMPLAINTS.

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Replaces: 4901:1-5-36

Effective: July 7, 1997

Certification

Daisy L. Crockron, Acting Secretary

Date

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